

MSN® TV SERVICE

# USER GUIDE



**msn**  **TV**

**RCA**

**msn**  **TV**

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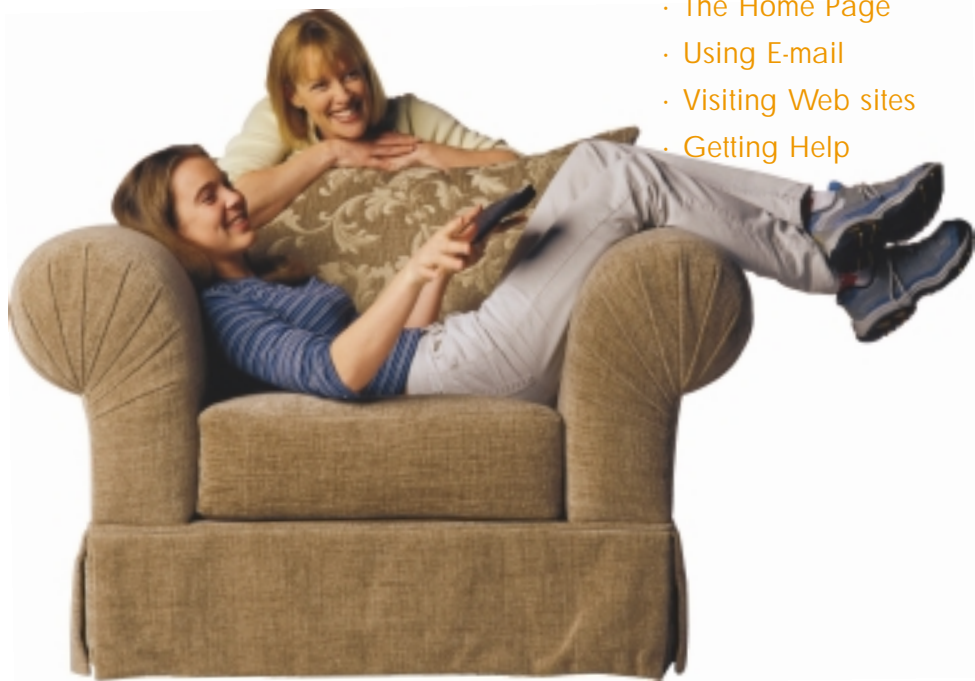


MSN®TV SERVICE IN

# 20 MINUTES

OR LESS

- Turning on the Receiver
- Basics
- The Home Page
- Using E-mail
- Visiting Web sites
- Getting Help







## TURNING ON THE INTERNET RECEIVER

This guide assumes that you have already set up your Internet Receiver and signed up for the MSN® TV service using the instructions in the *Setup Guide*. If you haven't, do so now. Then return to this guide to start using the service.

You need to use two remote controls to start using your Internet Receiver:

- The Internet Receiver's remote control (or the wireless keyboard)
- Your television's remote control

Depending on your setup, you might also need your VCR's remote control.

**NOTE:** As your MSN TV service is upgraded, you may see pages that have changed or you may have access to features that are not documented in this guide. While future changes may render sections of this guide out of date, you can always get the latest instructions from the on-screen help available throughout the MSN TV service. See "Getting Help" on p 19.

> To start using the Internet Receiver:

- 1 Turn on your television.
- 2 Press the MSN TV button on your Internet Receiver's remote control, then press the ON-OFF button.

The first time you turn on your Internet Receiver after signing up for the service, you see a short series of instructional pages. After you finish these pages, your Home page appears.



This page is your "Home" page.

From here you can access all of the features of the MSN TV service.

## BASICS

To get from page to page using the MSN TV service, you need to know just one simple rule: *select-and-OK*.

### Getting around using *select-and-OK*

The places you can go in the MSN TV service are represented by words and pictures on your screen. When you see something interesting on your screen, you tell your Internet Receiver to take you there using the simple *select-and-OK* technique:

First you “select” the item. Use the Arrow buttons on your remote control or the Arrow keys on your wireless keyboard to move the yellow box until it surrounds the item. (Both the remote control and the keyboard have Arrows; you can use either.)

Then you press the OK button on your remote control or the Return key if you are using a wireless keyboard.

> Now let's try it:

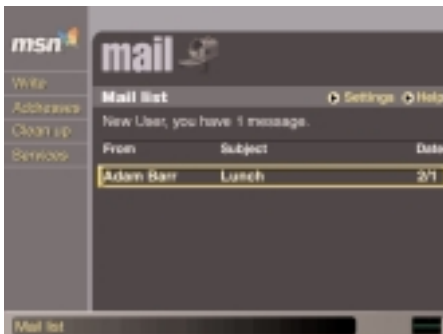
- 1 Starting from the Home page, use the Arrow buttons on your remote control or keyboard to move the yellow box to the word “E-mail” near the top-left corner of the page.

Placing the yellow box around an item is called “selecting” it.

- 2 Press the OK button (or the Return key on the keyboard).

That's it! By pressing the OK button, you told the MSN TV service to take you to the Mail page. The yellow box turns green for a moment to confirm your button press.

It takes a few seconds for the page to appear. Also, you might see some instructional pages before you get to the Mail page. Once you finish these pages, the Mail page appears.



## The Back button: Getting back where you were

Now that you know how to use select-and-OK to move from page to page, you need to know how to get back to where you started. That's easy; just press the Back button on your remote control or keyboard.

Pressing Back takes you to the last page you saw.

> Try it now:

- 1 Press the Back button on your remote control or keyboard.

The last page you saw appears — in this case, your Home page.



## The Home button: Getting Home from anywhere

Like the Back button, you use the Home-Clear button to move around. The Home-Clear button takes you directly to the Home page from any page. There is a Home key on the keyboard and a Home-Clear button on the remote control.

The Back and Home buttons make sure you never get lost. You can always go back one page or go Home with just the press of a button.

## THE HOME PAGE

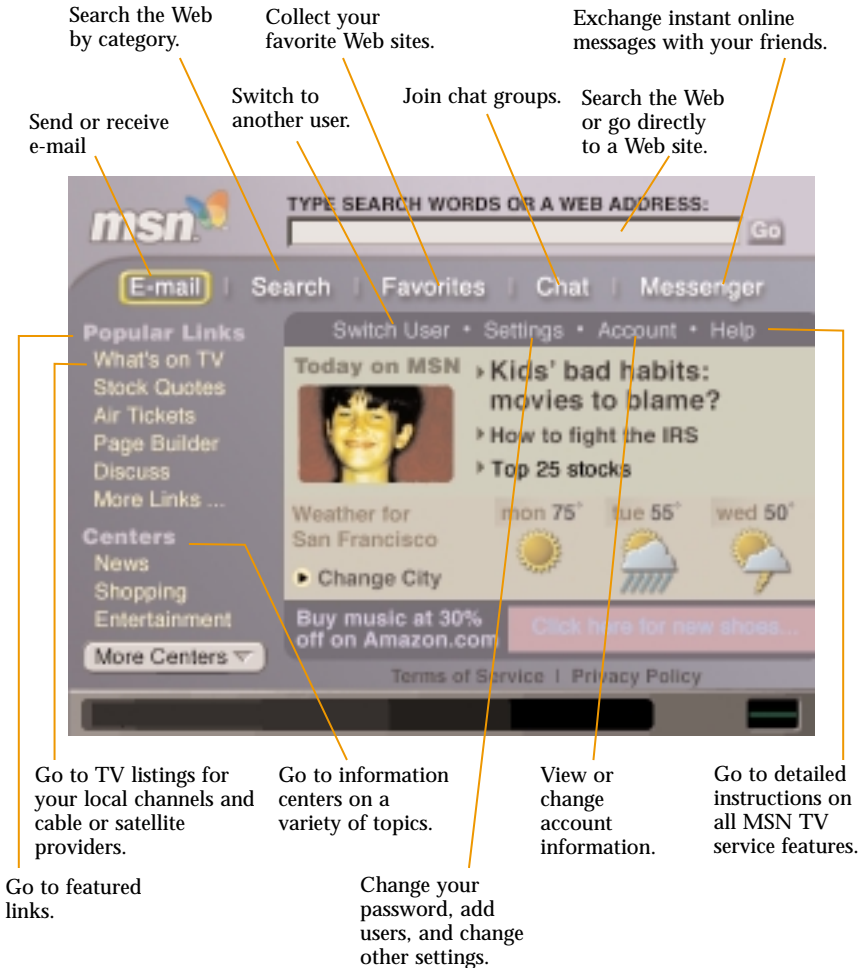
The Home page is the starting point for all of your MSN TV service journeys. Here's a quick look at the features of the Home page.

- > If you are not already on your Home page, press the Home-Clear button on your remote control or the Home key on your keyboard

**NOTE:** If you stay on one page for a while, you might have to reconnect to the MSN TV service before you can move to another page. When this happens, this message appears on your screen. To continue, press OK or Return. Then wait while your Internet Receiver reconnects to the MSN TV service.



## Home at a glance



## USING MAIL

Now that you've taken a quick look at the Home page, let's dig a little deeper. One of the most popular and powerful features of the Internet is e-mail. The MSN TV service provides an e-mail program that lets you exchange messages on the Internet with anyone who has an e-mail address.

> Let's take a look at the features of the Mail page.

1 If you're not already there, go to the Home page.

If you're not sure how to get to the Home page, see page 9.

Select E-mail, then press OK or Return when you want to write an e-mail message.



- 2 Select E-mail from the top of the page, then press the OK button or Return key.

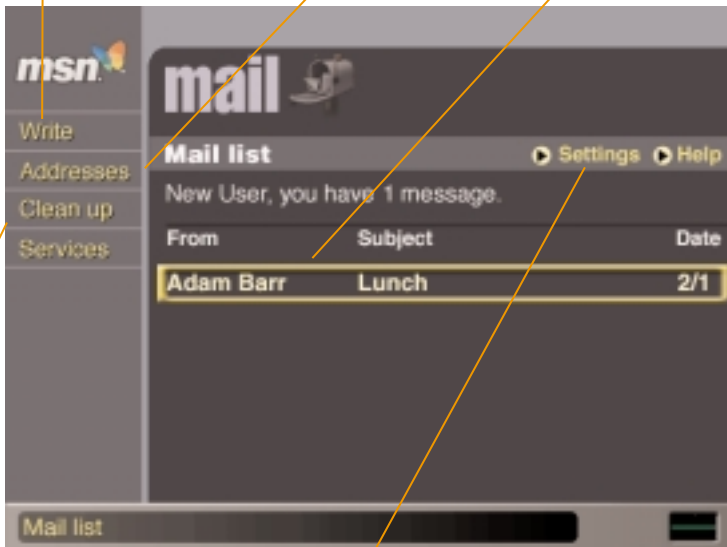
The first time you access E-mail, you see a few instructional pages about the features of E-mail. When you finish these pages, the Mail list page appears.

This page is your starting point for all E-mail activities, such as reading your mail, writing a new message, or managing your Address book.

Use Write when you want to compose a message.

Use Addresses to go to your Address book — a place to store e-mail addresses so you don't have to memorize them.

This is your Mail list — the list of e-mail messages sent to you.



Use Clean up to save or get rid of old messages.

Use Settings to personalize the way your Mail service looks and works.

Use Help for a beginner's overview, detailed instructions, and frequently asked questions about E-mail.

> Now let's read your e-mail.

New subscribers receive a greeting e-mail. Let's take a look at it.

- 1 Move the yellow box to select the welcome message from your Mail list. Then press OK or Return.

The selected message appears.

Go ahead and look through the message. You don't need to read it all now. It will stay in your Mail list until you discard it, so you can always go back to it later.

When you get to the bottom of the screen, use the Scroll Down button on your remote control or keyboard to see the text hidden off the bottom of the screen.

- 2 When you decide to stop reading, select Mail list from the left side of the page, then press OK or Return.

You return to the main E-mail page. From there you could select another message to read, write a new message, or use any of the other E-mail features. For now, let's move on. There's much more to see!

- 3 Press the Home button on your remote control or keyboard.

You return to the the Home page.



The Home button always takes you back to the Home page. If you ever feel lost, just press Home.

You've seen the Home page and you've taken a quick look at Mail. Now let's venture out onto the Web.



## VISITING WEB SITES

The Web is a collection of pages put on the Internet by individuals, corporations, governments, and organizations of all kinds from every part of the world. You can find Web pages dedicated to almost every topic imaginable, and you can find places to purchase products of almost every kind.

> There are two main ways to find Web pages:

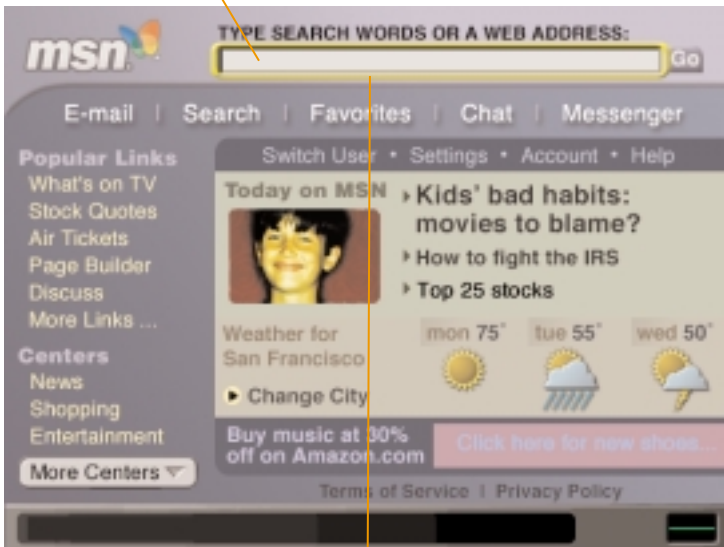
- You can use Search, a tool that finds Web pages about topics that you specify.
- You can go directly to a Web page if you know its address (the *www.address.com* style address).

### Search

> Let's try it. We'll start by searching for a Web site:

- 1 If you're not already there, go to the Home page.
- 2 Make sure the yellow selection box is on the text box labeled "Type search words or a Web address." Using your wireless keyboard, type the phrase *antique auto show*, then press Return.

Type a word, phrase,  
or question here.



When you go to the Home page, the yellow selection box is around this text box. A *text box* is a place for you to type. In this case, you can type a word or phrase for the Search tool to look up.

**NOTE:** If you don't have your wireless keyboard handy, you can type in the text box using the on-screen keyboard. To display the on-screen keyboard, press the OK button on your remote control anytime the yellow box is around a text box. Once the keyboard appears, use the Arrow and OK buttons on your remote control to choose letters one at a time until you have completed your entry. Then select *continue* from the top of the on-screen keyboard and press the OK button on your remote.

If you need to type more than a few words, you should use the wireless keyboard instead of the on-screen keyboard.

After you type a phrase and press *Return*, you see a list of all the sites the Search tool found on the topic you entered. This list is called the “search results.”

- 3 Look through the search results. Scroll down if necessary to see the rest of the search results page. If there is more than one page of results for your search, you'll see a *next* button on the right-hand side of the page. Select this button and press *Return* to see the next page of results.

Select any site from the list that looks interesting, then press *Return*.

The Web site you selected appears.

From there you can use the *Back* button to return to the search results list and try another site, or you can use the *Home* button to return to the Home page. For now, let's go Home.

- 4 Press *Home* on your remote control or keyboard.

The Home page appears.

**TIP:** To find exactly what you're looking for, be sure to type specific search phrases. For example, if you're looking for a place to stay in Atlanta, you should search for *lodging in Atlanta*. If you just typed *Atlanta* or *lodging*, your results would be too broad and general to be useful. If your first search doesn't succeed, try another phrase (for example, *Atlanta hotels*).

> To search by category:

- 1 Select *Search* near the top left corner of the Home page, then press OK or *Return* (or simply press the *Search* button on your keyboard).

The Search page appears.

- 2 Choose a search category from the list on the Search page.

## Going directly to a Web site

You've used the Search tool to find Web sites on a topic. Now let's go directly to a Web site by entering its Web address.

Web addresses (which look like this: *www.msn.com* or *www.msnbc.com*) are the addresses the Web uses to locate specific Web sites.

You'll often hear Web addresses (also known as URLs, or Uniform Resource Locators) in TV and radio programs, and you'll find them in many advertisements. When you hear about an interesting Web site, you can go directly to that site (without having to search for it) by entering its address.

### > To enter a Web site's address from the Home page:

- 1 If you're not already there, go to the Home page.
- 2 Make sure the yellow selection box is on the text box labeled "Type search words or a Web address." Using your wireless keyboard, type the address of a Web site you wish to visit (for this example, type *www.msnbc.com* to go to the MSNBC Web site), then press Return.

After a short time, the Web site you requested appears.

If you're not at the Home page, you can use the Options panel to enter a Web site's address.

### > To enter a Web site's address using the Options panel:

- 1 Press the Menu-Options button on your remote control or the Options button on your keyboard.

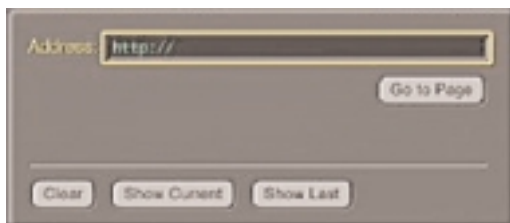
The Options panel pops up from the bottom of the screen.

- 2 Select the on-screen go to button from the Options panel, then press OK or Return.

The go to button



A box appears where you can type the address for the Web site you wish to visit. (To save time, you can go directly to this box by pressing the Go To button on your keyboard.) We'll visit the MSNBC Web site at the address *www.msnbc.com*.



4 Type *www.msnbc.com*

Note that the first part of the address (*http://*) is already filled in for you. Just type the part of the address that starts with “*www.*” You can use the wireless keyboard or the on-screen keyboard to type this text.

5 Press Return (or select continue and press OK if you are using the on-screen keyboard).

After a few moments, you'll see MSNBC's Web site at the address *www.msnbc.com*. You can use the go to button on the Options panel to go to any Web address.

From the MSNBC Web page, as from any Web page, you can use the Back button on your remote control or keyboard to return to the page you just left or use the Home-Clear button to go to the Home page.

You've looked at the Home page, e-mail, and some Web pages. Now let's take a look at the Help feature of your MSN TV service.

## GETTING HELP

You've seen the Home page, e-mail, and Web sites. That's a good start, but as you might guess, there's a lot more to see.

> To find out more about the MSN TV service:

- Skim, browse, or read the rest of this guide to see all the features in more detail.
- Take advantage of the on-screen instructions in the Help options on the Home page and most of the other pages in the MSN TV service. Help provides comprehensive guides that offer beginner's tours, detailed step-by-step instructions, and answers to frequently asked questions.



Help provides everything you need to know about the MSN TV service. In fact, useful Help is available from almost every page in the service.

- Or, you can simply start exploring. You know how to select an item and press OK or Return. You know how to use the Home-Clear button and the Back button. So you really can't get lost!

Have fun!



# E-MAIL

## SENDING MAIL ON THE INTERNET



- E-mail at a glance
- Reading your e-mail
- Writing an e-mail message
- Using the Address book
- Editing messages: cut, copy, and paste

E-mail is the Internet equivalent of the post office. When you send e-mail, you write messages, check your spelling, and send them to anyone who has an e-mail address. People can send you messages at your e-mail address from any place at any time, too.



## E-MAIL AT A GLANCE

The MSN TV service offers an e-mail program that makes writing, sending, and receiving e-mail messages fast, easy, and fun. To start using E-mail, go to the Home page, select E-mail, then press OK or Return.

> Here's a look at the features of E-mail.


Open your Address book, send a message to someone in your Address book, or add a new address.

Customize the way your E-mail system works and set up folders where you can store messages.

Write a new message.

Discard or save messages.

Your message list.



The screenshot shows the MSN mail interface. On the left is a sidebar with buttons: 'Write', 'Addresses', 'Clean up', and 'Services'. The main area is titled 'mail' and 'Mail list'. It says 'New User, you have 1 message.' Below this is a table with columns 'From', 'Subject', and 'Date'. One message is listed: 'Adam Barr' from 'Lunch' on '2/1'. At the top right of the main area are 'Settings' and 'Help' buttons. At the bottom left is a 'Mail list' button. Callout lines connect the text labels to these specific UI elements.

From	Subject	Date
Adam Barr	Lunch	2/1

Provides links to Web sites that let you use e-mail to receive faxes, send greeting cards, etc.

See a basic overview, detailed step-by-step instructions, and answers to frequently asked questions about E-mail.

# READING YOUR E-MAIL

You can tell when you have new mail by checking the Message light on the front of your Internet Receiver. When the red light is on, you have mail.

> To read your mail:

- 1 From your Home page, select E-mail, then press OK or Return.

The Mail list page appears.

- 2 Select the message you want to read, then press OK or Return.

The message opens.

To read a long message, you can use the Scroll buttons on your remote control or keyboard to move up and down the message.

Once you've finished reading the message, you have a number of options presented to the left of the message.

Return to the Mail list (leaving the message you're reading in your Mail list).

Go to the next or previous message in your Mail list (if you have more than one message).

Throw away this message now.

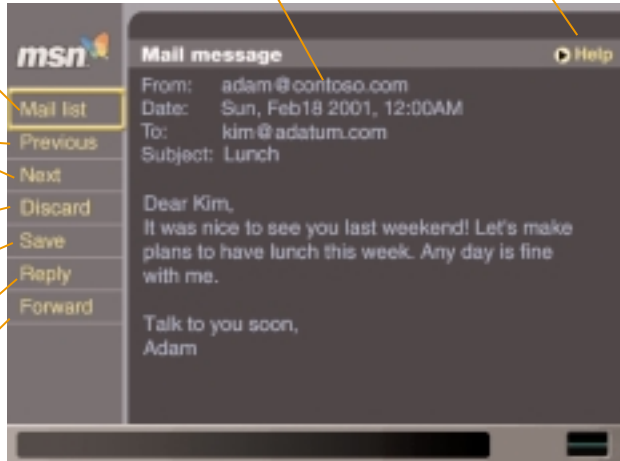
Save this message now.

Write a response to this message.

Send this message to another person.

Who the message is from.

See detailed instructions on using e-mail.



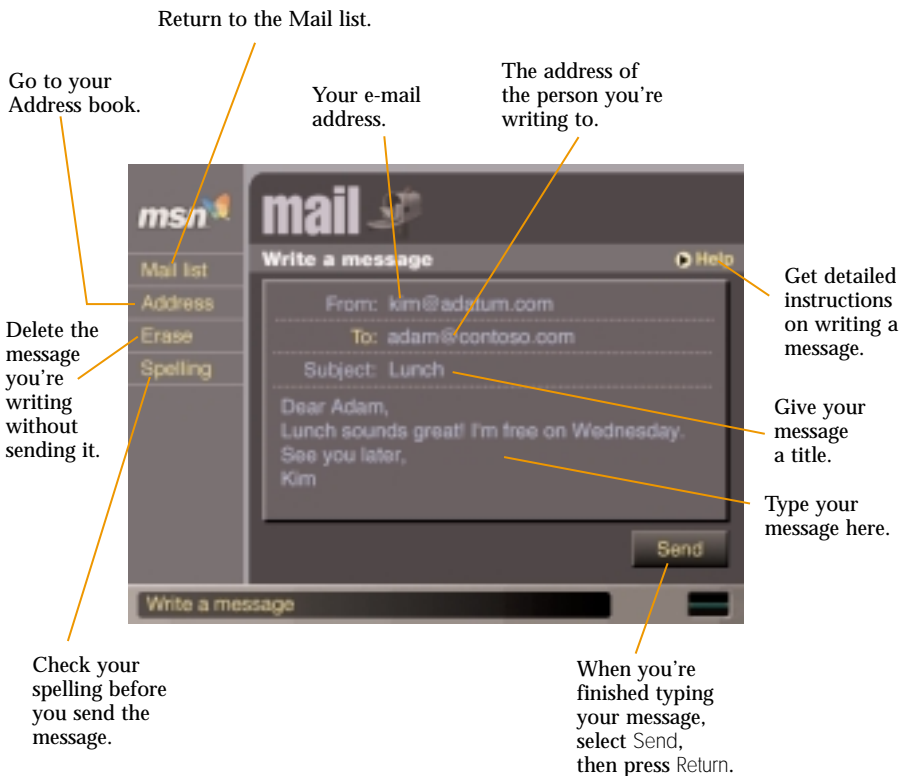
## WRITING AN E-MAIL MESSAGE

You can send an e-mail message to anyone whose e-mail address you know.

> To send an e-mail:

- 1 From your Home page, select E-mail, then press OK or Return.
- 2 Select Write from the left side of the page, then press OK or Return.

A new, blank message appears.



**NOTE:** Although you can use your remote control to type using an on-screen keyboard (see page 16), it's much easier to type using your wireless keyboard. The instructions in this section assume you're typing on a wireless keyboard.

3 Do one of the following to complete the To line:

- To add an address from your Address book (see pages 29–30 for more information), select To: then press Return.
- Type the recipient's address, then press Return.

To send the message to more than one person, separate the addresses with a comma.

4 Press Return until the blinking cursor is in the Subject line, then type a title for your message and press Return again.

5 Type your message in the space below the Subject line.

As you type, you don't need to press Return at the end of each line. The text will move down automatically.

When you're finished typing your message, select Send (lower-right corner of the page), then press Return. (You may have to scroll down to see the Send button.)

E-mail addresses versus Web addresses:

When you send e-mail, you send it to someone's e-mail address; for example, someone@microsoft.com.

Web sites have similar addresses known as URLs (Uniform Resource Locators); for example, www.msnbc.com.

While e-mail addresses and Web addresses may look similar, they work very differently. You cannot send e-mail to someone at a Web address, and you cannot view a Web site by going to an e-mail address.

## Correcting spelling errors

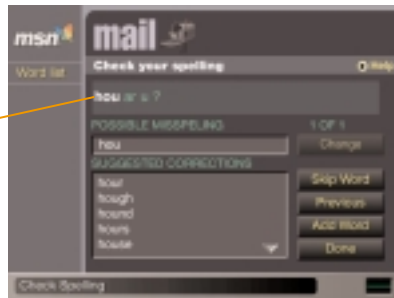
The MSN TV service provides a tool for checking your e-mail messages for spelling and typing errors before you send them.

> To find and correct spelling errors:

- 1 Select Spelling (left side of the page), then press Return.

The Check your spelling page appears.

If there are words in your e-mail that are misspelled, they appear one at a time at the top of the page.



- 2 For each misspelled word, use the keyboard's Arrow keys to scroll through the list of Suggested Corrections. If you see the correct spelling of the word, select it from the list, then press Return.
- 3 If there are no suggested corrections for a misspelled word, or if none of the suggestions is correct, type your own correction in the area labeled Possible Misspelling, select the Change button (right side of the page), then press Return. You automatically move to the next possible misspelling.
- 4 If the spelling tool highlights a word that you know is spelled correctly, select Skip Word on the right side of the page, then press Return. You automatically move to the next possible misspelling.

- 5 If the spelling tool highlights a word that is spelled correctly, and you want the tool to remember that word so that it will not highlight again, select **Add Word** (right side of the page), then press **Return**.

You automatically move to the next possible misspelling.

- 6 If you skip a word and then realize that you have misspelled it, select **Previous**, then press **Return** to go back to the last questionable word.
- 7 When you finish checking for spelling errors, a message indicates that the spell-check is complete. Select **Done**, then press **Return**. You automatically return to your e-mail message. You can now send the message.

## USING THE ADDRESS BOOK

E-mail addresses can be long, complicated, and impossible to remember. Fortunately, you don't have to remember them. You can store and retrieve e-mail addresses using your Address book.

> To open the Address book:

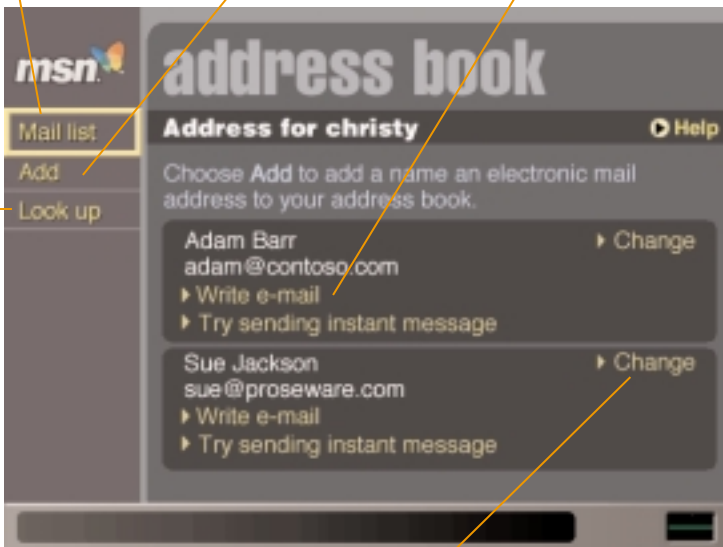
- 1 Select **Address** from the left side of the Mail list page.

Your Address book appears.

Return to the  
Mail list.

Add a new address to  
the Address book.

Write and send a new  
message to this address.



Look up e-mail addresses  
(directory assistance for  
e-mail).

Edit this address.

See detailed instructions  
for using your Address  
book.

## Adding an address to the Address book

Writing e-mail messages is easier if your recipient's address is in your Address book.

> To add an address:

- 1 From the Home page, select E-mail, then press Return.
- 2 Select Addresses from the left side of the page, then press Return.
- 3 Select Add, then press OK or Return.
- 4 Type a person's name and e-mail address.
- 5 Select Add again, then press Return.

A screen asks you if you'd like to be able to send instant messages to this person using MSN® Messenger. (See p 56 for information on Messenger.)

- 6 For now, select Continue and press Return.

The person is added to your Address book.

**TIP:** If you get mail from someone you want to add to your Address book, select the name of the sender (shown in blue) in the From line of a message, then press OK or Return. The sender's name and address are added to your Address book.

## Addressing a message using the Address book

> To use the Address book to address a message:

- 1 From the Home page, select E-mail, then press Return.
- 2 Select Write on the left side of the page, then press Return to begin writing your message.
- 3 Instead of typing the address, select the word To:, then press Return.

A panel appears, listing the names in your Address book.

- 4 Select the name of the person you're writing to. (If you want to send the message to more than one person, select additional names from the list.)

A red checkmark appears next to that person's name.

- 5 Select Continue and press Return.

The address is automatically added to your message.



## EDITING YOUR MESSAGES: CUT, COPY, AND PASTE

Using a wireless keyboard, you can edit the e-mail messages you write by using the cut, copy, and paste features.

- To *copy* means to duplicate some text and leave the original text intact.
- To *cut* means to remove some text from its current location.
- To *paste* means to place cut or copied text in a new location.

You can cut, copy, and paste text anywhere you can type.

### Copying text

You can't change a Web page or e-mail message that was sent to you, but you can copy all or part of the text and paste it into an e-mail message that you're writing and then edit the text.

#### > To copy all of the text from a Web page or e-mail message:

- 1 Using the wireless keyboard, select all of the text from the message or Web page by holding the **Cmd** key while pressing the **A** key.

Pressing **Cmd+A** selects all the text on a page.

- 2 To copy the selected text, hold the **Cmd** key while pressing the **C** key.

Pressing **Cmd+C** copies the selected text.

- 3 To paste the copied text, follow the instructions on page 32 for "Pasting cut or copied text."

#### > To copy one or more words from a Web page or e-mail message:

- 1 Using the **Arrow** keys on your keyboard, position the typing cursor before the start of the first word you want to select.

- 2 Hold down the **shift** key as you press one of the **Arrow** keys to select the text you want to copy.

- 3 To copy the selected text, hold the **Cmd** key while pressing the **C** key.

Pressing **Cmd+C** copies the selected text.

- 4 To paste the copied text, follow the instructions on page 32 for "Pasting cut or copied text."

## Cutting (removing) text

You can cut text only in e-mail messages that you are writing (not messages that you have received). When you cut text it's not gone forever; you can paste it into another location in your message.

### > To cut text:

- 1 Using the **Arrow** keys on the keyboard, position the typing cursor before the start of the first word you want to remove.
- 2 Hold down the **Shift** key while you press one of the **Arrow** keys to select the text you want to remove.
- 3 To remove the selected text from your message, hold the **Cmd** key while pressing the **X** key.

Pressing **Cmd+X** removes the text from your message.

## Pasting cut or copied text

Once you've copied or cut a chunk of text, you can paste it anywhere in an e-mail message that you're writing.

### > To insert text into an e-mail message that you're writing:

- 1 Using the **Arrow** keys on the keyboard, position the typing cursor where you want to insert the text that you just copied or cut.
- 2 To paste the text, hold the **Cmd** key while pressing the **V** key.

Pressing **Cmd+V** pastes the text into your message.

# VISITING & CREATING WEB SITES

- The Home page
- Searching the Web
- Going directly to a Web site
- Favorites
- Shopping on the Web
- Microsoft Passport
- Publishing your own Web page
- Printing



The Internet is a vast collection of computers, all linked together so that they can “talk” to each other. E-mail, chat rooms, discussion groups, instant messaging, and Web sites are all made possible by the Internet.

By using the MSN TV service to visit Web sites, you can find out about almost any topic you can think of, you can purchase products from sources around the world, and you can get up-to-the-minute news, weather, sports, stock quotes, or just about any kind of information you need.

In this chapter, we’ll look at the Web on the MSN TV service.

# THE HOME PAGE

The Home page is the starting point for all of your Web activities. You can get to the Home page anytime by pressing the Home-Clear button on your remote control or the Home button on your keyboard.

> Here's a look at the features available on the Home page.

Takes you to your Mail list.

Collect your favorite Web sites.

Search for a specific Web site or for information on a particular topic.

Find basic tours, detailed instructions, and answers to popular questions.

A rotating list of popular links.

Go to the Search page to search for a topic by category.

Join a chat room.

Exchange instant online messages with your friends.

The screenshot shows the MSN Home page interface. At the top is the MSN logo and a search bar with the placeholder text 'TYPE SEARCH WORDS OR A WEB ADDRESS:' and a 'Go' button. Below the search bar is a navigation bar with buttons for 'E-mail', 'Search', 'Favorites', 'Chat', and 'Messenger'. Underneath is a row of links: 'Switch User', 'Settings', 'Account', and 'Help'. The main content area is divided into several sections. On the left, there's a 'Popular Links' section with a list of links like 'What's on TV', 'Stock Quotes', 'Air Tickets', 'Page Builder', 'Discuss', and 'More Links ...'. Below that is a 'Centers' section with links for 'News', 'Shopping', 'Entertainment', and a 'More Centers' dropdown. The right side features a 'Today on MSN' section with a photo of a person and headlines like 'Kids' bad habits: movies to blame?', 'How to fight the IRS', and 'Top 25 stocks'. Below this is a weather section for San Francisco showing temperatures for Monday (75°), Tuesday (55°), and Wednesday (50°), along with weather icons. At the bottom, there are promotional banners for 'Buy music at 50% off on Amazon.com' and 'Click here for new shoes...'. A footer contains links for 'Terms of Service' and 'Privacy Policy'. A progress bar at the very bottom indicates the page loading status.

Find information on a variety of topics.

See headlines and hot tips. Select them and press OK or Return to see details.

Shows when a page is being loaded.

## SEARCHING THE WEB

Given the vast amount of information on the Web, you can be fairly certain that there's a Web site that has the information you need. The trick is finding exactly what you want in such a huge universe of Web sites.

To make it easier to find Web sites, the MSN TV service provides Search, a tool designed to help you find what you're looking for on the Web.

> To find a Web site:

- 1 Go to the Home page.
- 2 Make sure the yellow selection box is on the text box labeled "Type search words or a Web address." Using your wireless keyboard, type a word or phrase to search for, then press **Return**.

Type a word, phrase, or question here.



After you type a phrase and press **Return**, you see a list of all the sites the Search tool found on the topic you entered. This list is called the "search results."

- 3 Look through the search results. Scroll down if necessary to see the rest of the search results page. If there is more than one page of results for your search, you'll see a **next** button on the right-hand side of the page. Select this button and press **Return** to see the next page of results.

- 4 Select any site from the list that looks interesting, then press Return.

The Web site you selected appears.

- 5 To look at additional sites, press the Back button to return to the search results page.

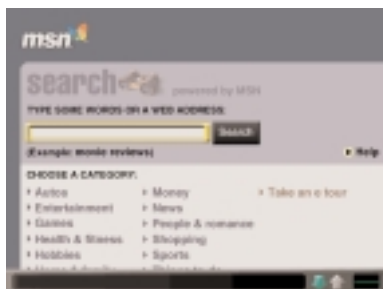
If you don't see the result you're looking for, try another search using a different word or phrase. For example, if *antique autos* doesn't produce the results you want, you might try *classic autos* or *classic cars*.

If you wish, you can search the Web by category.

> To search by category:

- 1 Select Search from the top of the Home page, then press Return. (Or press the Search button on your keyboard.)

The Search page appears.



- 2 Select a category (Hobbies or Sports, for example) and press Return.
- 3 Complete your search on the page that appears. (For example, you might search for baseball Web sites in the Sports category.)

### Search tips

Finding what you want on the Web is a matter of learning to search for the right words. Here are a few tips:

- Be specific. General terms will return too many results. For example, use *pizza delivery in San Francisco*, not *pizza*.
- You can use up to 150 characters in the search box. The more specific you are, the more likely you'll be to find useful matches.
- Make sure your spelling is correct; if you find that your search results are inaccurate or not useful, it's possible that your spelling is wrong.

## GOING DIRECTLY TO A WEB SITE

If you know the address of a Web site, you don't need to search for the Web site to find it. You can simply type in the address and go there.

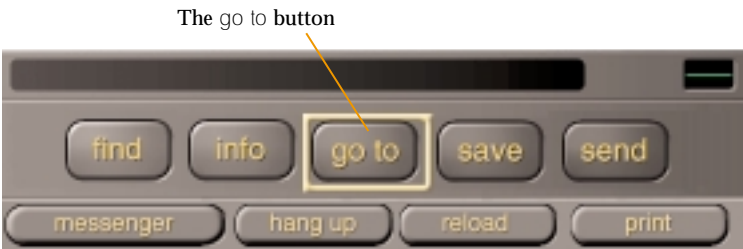
> To go directly to a Web site:

- 1 Go to the Home page.
- 2 Make sure the yellow selection box is on the text box labeled "Type search words or a Web address." Type a Web address (for example, [www.MSNBC.com](http://www.MSNBC.com)), then press OK or Return.

Or...

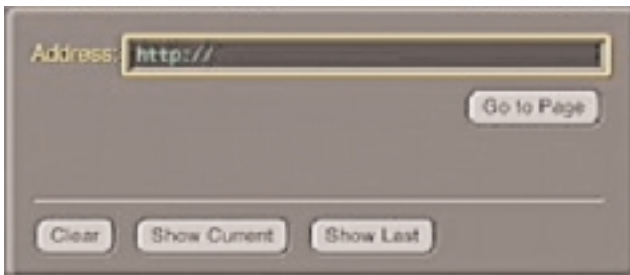
- 1 Press Menu-Options on your remote control or Options on your keyboard.

The Options panel appears.



- 2 Select go to from the Options panel, then press OK or Return.

The Address panel appears.



- 3 Type the address of the Web site you want to visit.

Notice that the `http://` part of the address is already filled in for you. Just type the part of the address that starts with "www."

- 4 Select Go to Page, then press OK or Return.

The Web page for the address you entered appears.

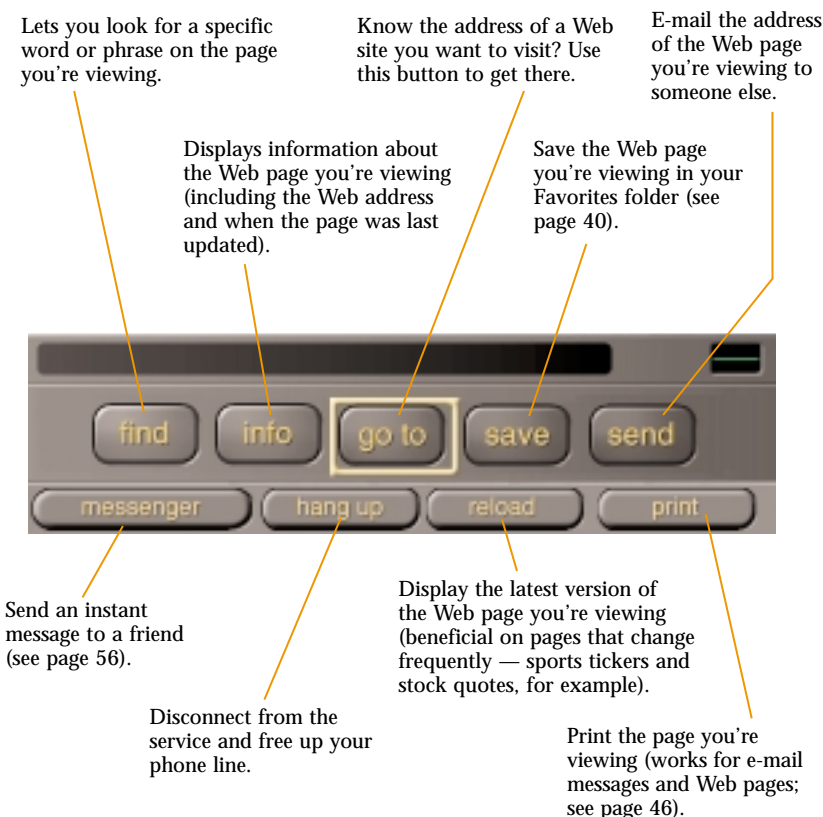


**TIP:** The wireless keyboard has a Go To key that displays the address panel. You can use this shortcut instead of the Options panel to go directly to a Web site.

## The Options panel — shortcuts to MSN TV features

The Options panel provides shortcut buttons to many of the Web features of your service. Here's a quick overview.

To display the Options panel, press the Menu-Options button on your remote control or Options on your keyboard.



## FAVORITES — CREATING A COLLECTION OF YOUR FAVORITE WEB SITES

When you visit a Web site that you like and will want to see again, you can save that Web site as a favorite.

Once you've saved a Web site as a favorite, you can return to that site by choosing it from your Favorites folder. There is no need to search for it or type its Web address.

### Adding a Web site to your Favorites collection

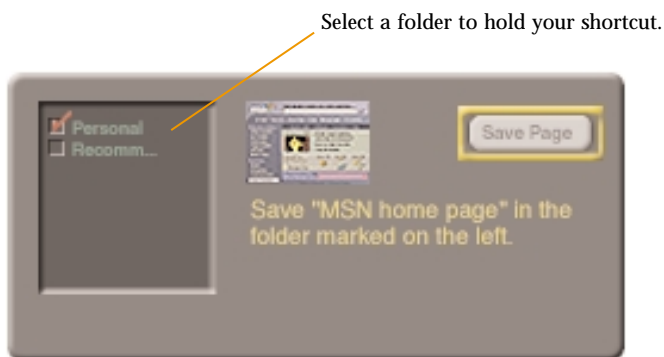
> To add a Web site to your Favorites collection:

- 1 Go to one of your favorite Web sites.
- 2 Press the Options button on your remote control or keyboard.

The Options panel appears.

- 3 Select the save button from the Options panel, then press OK or Return.

A panel appears in which you can choose a folder to hold the saved Web site.



- 4 Select a folder, then press OK or Return.

A checkmark appears, marking the folder you chose.

- 5 Select Save Page, then press OK or Return.

This Web site is now stored in your Favorites folder. The next time you want to visit this site, you can simply go to your Favorites collection and select it (see page 41 for details).

## Visiting a Web site in your Favorites folder

Once you've saved a shortcut to a Web site in one of your Favorites folders, it's easy to get back to that site.

> To display a page in your Favorites collection:

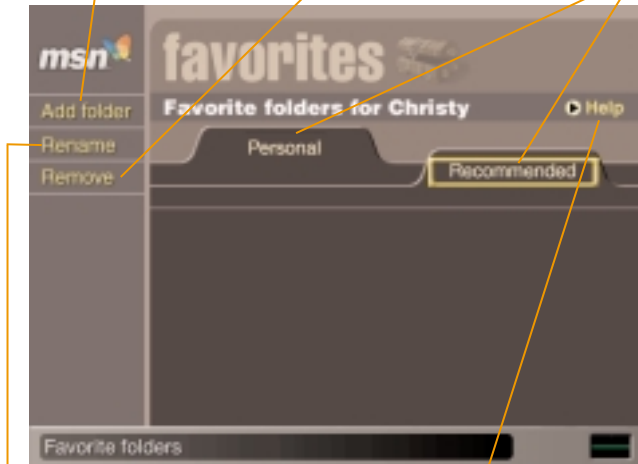
- 1 Go to the Home page.
- 2 Select Favorites from the top of the page, then press the OK button or Return key.

The Favorites page appears.

Add a new folder for your saved favorites. Create your own organizing scheme by creating and naming folders for your favorites.

Remove a folder and all of the favorites in it.

Collect favorite Web sites in these folders.



Rename a folder.

Get introductory information, detailed step-by-step instructions, and answers to frequently asked questions about Favorites.

- 3 Select the folder that contains the shortcut to the Web site you want to visit, then press OK or Return.
- 4 Select the Web site, then press OK or Return.

As your collection of favorite Web sites grows, you might want to create new folders to organize your collection. See the Help available from the Favorites page for detailed instructions on creating and arranging folders.

## SHOPPING ON THE WEB

Shopping on the Web is fast and convenient. You can find online sources for just about any product you need — from books and music, to toys, gardening equipment, clothes, outdoor gear, financial services, anything!

Shopping on the Web is like shopping anywhere; most of the people you deal with are trustworthy and reputable, but there are exceptions. One reasonably secure way to shop is to use the merchants featured in the Shopping center. For more information on shopping safely online, see the Help available on the Home page.

> To make shopping online as safe as possible:

- Stick with well-known online retailers.
- Look for Web sites that advertise themselves as secure and offer a guarantee for safe credit card transactions over the Internet.
- Never give personal or financial information to anyone you do not know.

The MSN TV service provides a reasonably secure environment for Internet shopping or personal banking with Web sites that provide secure transactions. But the same level of security may not exist on all Web sites outside the MSN TV service. Even though the MSN TV service environment is reasonably secure, your information will not be protected if you send it to a Web site that is not secure. Make sure the Web sites you do business with provide secure Internet transactions before you proceed.

Or, better yet, do your Internet shopping through the MSN TV Shopping center — all of those Web sites have been chosen for their safety and ease of use.

Safe shopping is available here.



## PASSPORT

Microsoft® Passport is a feature that lets you create one user name and password to use with a number of participating Web sites. Once you sign in to one site that supports Passport, you can sign in to others in just one step, without having to enter your name and password again.

A Microsoft Passport Wallet is part of Passport. With a Wallet, you can store credit card information and shipping addresses to make purchasing things online easier and quicker.

When you want to make a purchase at a Web site that supports Passport Wallet, you can simply choose the Passport Express Purchase symbol. Your billing information will be filled in automatically.

To create a Passport:

- 1 From the Home page, choose Settings.
- 2 On the Settings page, choose Passport & Wallet.
- 3 Follow the instructions for setting up a Passport, then set up an optional Wallet if you wish.

### Using Passport

When you choose the Passport sign-in logo, you'll be asked for your name and password.

Once you've signed in to one Web site, you'll automatically be signed in to other sites that use Passport.

Note that the sites you visit using your Passport are not part of the MSN TV service. Therefore, the MSN TV service Statement of Privacy does not apply to these sites. Go to [www.passport.com](http://www.passport.com) for additional information.

### Using Passport Wallet

You can use your Wallet at a number of online stores, including many featured in the Shopping center on the Home page.

To use your Wallet, look for the Express Purchase symbol. When you choose the Express Purchase symbol and sign in, your billing information will be filled in automatically, and you'll be able to check out quickly.

If you opt to receive a Passport or Passport Wallet, your use of your Passport, the Passport web site, and the Passport services are governed by the Terms of Use, conditions, and guidelines found on the Passport web site. For more information, see <http://www.passport.com/Consumer/PrivacyPolicy.asp>.

## PUBLISHING YOUR OWN WEB PAGE

The MSN TV service not only lets you visit Web sites (also called Web pages), it also lets you create and publish your own Web page using Page Builder.

Keep your friends and family posted about what's new in your life. Post information about your pets, your hobbies, your school or church groups, your children or grandchildren — it's entirely up to you.

Each page you create has its own Web address that you can give to people so they can visit your Web page.

Creating and publishing a Web page with Page Builder doesn't require any special skills, knowledge, or training. You just make a few choices from Page Builder's set of options, add text and images, and publish.

### Creating a Web page

To create a Web page, you use Page Builder's tools. Page Builder explains the process of creating a Web page step by step. There are also detailed instructions available from the Help option on the Page Builder page.

> Here's an overview of the steps:

- 1 From the Home page, select Page Builder, then press OK or Return.

(You might first have to choose More Links... under Popular Links.)

If this is the first time you've tried Page Builder, you see a page of instructions and then the Page Builder license agreement. Read the instructions and the agreement.

After you accept the agreement, the first Page Builder page appears:



Use this button to see more page styles.

- 2 Select a style for your Web page (there are several pages of styles to choose from), then press **OK** or **Return**.
- 3 Follow the on-screen instructions to add pictures, video captures, a title, and text to your Web page.
- 4 When you're satisfied with your Web page, select **Preview** from the left side of the page, then press **OK** or **Return**.

Use the **Back** button on your remote control or keyboard to return from the preview page.

- 5 To post your Web page to the Web, select **Publish** from the left side of the page, then press **OK** or **Return**.

Your Web page is now on the World Wide Web.

**TIP:** Once you've published your Web page, a page appears that tells you your Web page's address. Write down this address so you can give it to people who want to visit your Web page. It's a good idea to save your Web page as a Favorite (see page 40) so that you can get back to it easily.

## Editing an existing Web page

You can use **Page Builder** to edit any Web page you have created on the MSN TV service.

> To edit a Web page:

- 1 From the **Home** page, select **Page Builder**, then press **OK** or **Return**.
- 2 Select the Web page you want to edit, then press **OK** or **Return**.
- 3 Select the part of your page that you want to edit, then press **OK** or **Return**.
- 4 Follow the on-screen instructions to edit your page.

## PRINTING A WEB PAGE OR E-MAIL MESSAGE

If you purchased and connected a printer that's compatible with your Internet Receiver, you can print Web pages or e-mail messages. For instructions on how to connect a printer, see the Internet Receiver's *Setup Guide*, or the materials that came with your printer.

> To print a Web page or an e-mail message:

- 1 From the Web page or e-mail message you want to print, press **Menu-Options** on your remote control or **Options** on your keyboard.

The Options panel appears.

- 2 Select **Print**, then press **OK** or **Return**.

The Print panel appears with the **Print** button selected.

- 3 To print all of the current Web page or e-mail message, press **OK** or **Return**.

To print only the image on your TV screen, select **Print Screen**, then press **OK** or **Return**.

To customize your printing, select **Printing Options**, then press **OK** or **Return**.



# DISCUSSION GROUPS, CHAT ROOMS, & MSN MESSENGER

- Joining discussion groups
- Using chat rooms
- Exchanging instant messages





## DISCUSSION GROUPS, CHAT ROOMS, AND MESSENGER

While discussion groups, chat rooms, and MSN Messenger are all ways to use the Internet to contact people, they are different in important ways.

> Here's an explanation of each tool:

**Discussion groups** are public Internet forums where people post messages about a specific topic.

Discussion groups are like bulletin boards on which you post messages for people to read and respond to at their convenience. Anyone on the Internet can join a discussion group, read the postings, and leave a response. Discussion groups are good places to go if you have a question about a product, a hobby, or anything you need help with. Just find a discussion group about your topic, post a question, and check back a little later to see if anyone has posted an answer for you.

**Chat rooms** are public places on the Internet where groups of people type messages to each other.

Chat rooms and discussion groups are alike in that they are public forums where people exchange messages about specific topics. Unlike discussion groups, chat rooms are “live.” That is, people who are online at the same time read and respond to each other’s messages immediately.

**MSN Messenger** is a private instant-messaging tool.

Use MSN Messenger to have one-on-one conversations with friends online. Messaging is like a chat room in that you exchange messages “live.” But Messenger is not a public forum — you pick who you exchange messages with. Think of it as instant e-mail — use it to quickly shoot notes back and forth with a friend. Messenger tells you when your friends are online, so you know when it’s a good time to start a conversation.

## DISCUSSION GROUPS

Discussion groups are Internet bulletin boards where people post and respond to messages about specific topics. Discussion groups are public forums — anyone can read and respond to the posted message.

You can join discussion groups on almost any topic imaginable — from airplane safety to vacations in Yosemite National Park.

When you visit a discussion group, you can either contribute something by posting your own message or just read what other people are saying.

**NOTE:** While it's possible to use the on-screen keyboard to type messages for discussion groups, it's much easier to use your wireless keyboard. The instructions in this section assume you're using a wireless keyboard.

### Joining a discussion group

Before you can read or post messages in a discussion group, you have to join the group.

> To join a discussion group:

- 1 From the Home page, select **Discuss**, then press **Return**. (You may have to choose **More Links...** to see the **Discuss** link.)

Select **Discuss** from the list of **Popular Links**. If you don't see **Discuss** here, choose **More Links**.



The first time you use **Discuss**, you see an introduction to using discussion groups. When you finish reading the introduction, the **Discuss** page appears.

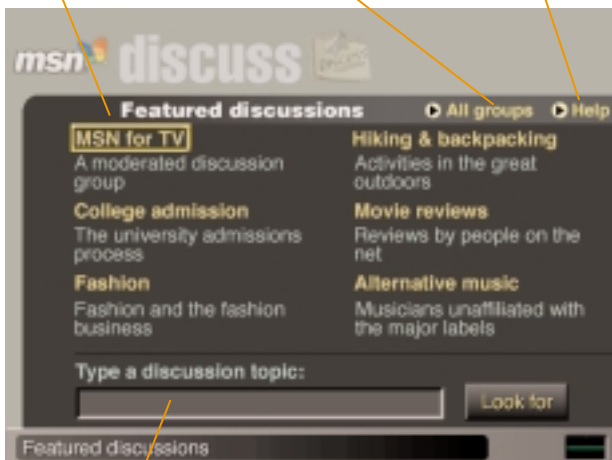
2 To join a discussion group, do one of the following:

- Select one of the Featured discussions, then press Return.
- Select All Groups to see the complete list of discussions, then press Return.
- Use the Look for box at the bottom of the page to search for a group on any topic.

See some of the most popular discussion groups.

See a complete list of available discussion groups.

Get complete instructions (and a few tips on discussion group etiquette).



Search for a discussion group on a particular topic.

## Posting a new topic

> To post a new topic:

- 1 Join a discussion group using the instructions on page 50.
- 2 Select **Post** from the left side of the page, then press **Return**.  
A page appears where you can write your message.
- 3 Type a topic in the **Subject** line, then press **Return**.
- 4 Type your message.
- 5 When you're finished, select **Send** from the bottom of the page, then press **Return**.

Remember that your message can be read by anyone who visits this discussion group.

## Posting a response

> To post a response:

- 1 Join a discussion group using the instructions on page 50.
- 2 Select a posting to read, then press **Return**.
- 3 Select **Respond** from the left side of the page, then press **Return**.  
Notice that the subject line is already filled in for you because you are responding to the current subject.
- 4 Type your message.
- 5 When you're finished, select **Send** from the bottom of the page, then press **Return**.

Remember that your message can be read by anyone who visits this discussion group.

## CHAT ROOMS

Chat rooms are forums for “live” discussions. Messages you send to a chat room can be read immediately by everyone in that room. The MSN TV service lets you join existing chat rooms or create your own chat rooms.

**NOTE:** While it's possible to use the on-screen keyboard for chat rooms, you will find that the pace of exchanges in chat rooms makes it much more practical to use a wireless keyboard.

## Joining an existing chat room

> To join a chat room:

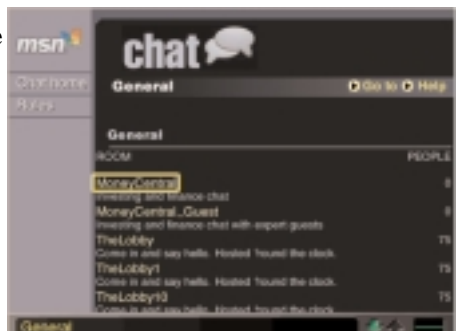
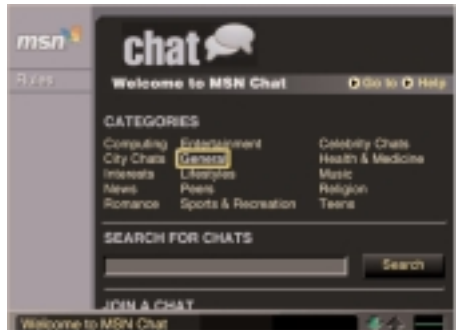
- 1 From the Home page, select Chat from the top of the page, then press Return.

The first time you enter Chat, you see an introduction to Chat. When you complete the introduction, you see the Chat page.

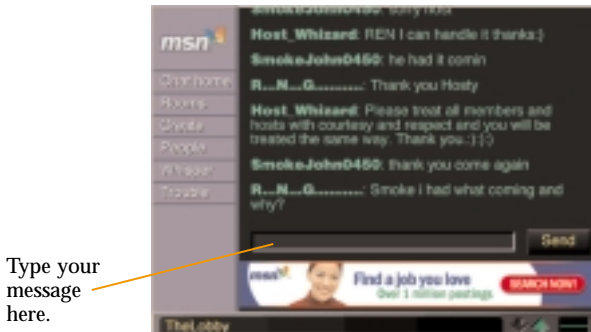
The Chat page lets you choose from some popular rooms or search for a room that interests you.

- 2 Find a chat room you'd like to enter, then press **Return**.

You can look through lists of rooms organized by category, use words or phrases to search for a room, join a room whose name you already know, or browse a list of all rooms currently available in Chat.



Once you're in a chat room, you see an ongoing discussion. Comments appear at the bottom of the discussion as people type them. The text automatically scrolls as people enter more comments. To move up and down the list of comments, use the Scroll keys on your keyboard.



- 4 To enter a comment of your own, type your message, then press Return.

## Making side comments: "whispering"

Once you're in a chat room, if you'd like to send a comment to one person without letting anyone else in the room see your comment, you can "whisper" to that person.

### > To whisper to someone:

- 1 Starting from inside a chat room, select **Whisper** from the left side of the page, then press Return.

A list of the people in the chat room appears on the left side of the page.

- 2 Select the person you want to whisper to.
- 3 Type your message in the box to the right.
- 4 Select **Whisper message**, then press Return.

You can tell when someone whispers to you because that person's comment starts with the words "to you."



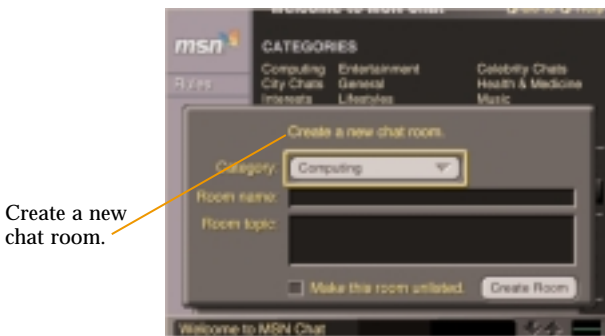
## Creating a new chat room

If you can't find a chat room set up to discuss a topic you're interested in, or if you want to have a private conversation with a group of friends or family, you can create your own chat room.

> To create your own chat room:

- 1 From the Home page, select Chat, then press Return.
- 2 On the main Chat page, use the Scroll Down button on your remote control or keyboard to move down the page to the section labeled Join a Chat.
- 3 Select Create a new chat room, then press Return

A panel appears, asking you to type a name and topic for your new chat room and to choose a category for the room.



- 4 To choose a category, select the Category menu and press Return  
Type a name for the room you want to create, then press the Down Arrow on your keyboard and type a description of your topic.
- 5 If you'd like your room to be unlisted (so that only people you inform know about it), select Make this room unlisted, then press Return.
- 6 Select Create Room, then press Return.

Your new chat room is created. If it is a listed room, it is available to anyone looking for your topic. If it is unlisted, you need to give the exact name of the room to the people you invite to join you.

## MESSENGER

Using MSN Messenger, you can exchange private, instant messages with anyone who uses Messenger and is connected to the Internet at the same time you are.

**NOTE:** While it is possible to use the on-screen keyboard for sending instant messages, the pace of instant message exchanges makes it more practical to use a wireless keyboard.

### Sending an instant message

You can send instant messages to people only when they are online.

> To send an instant message:

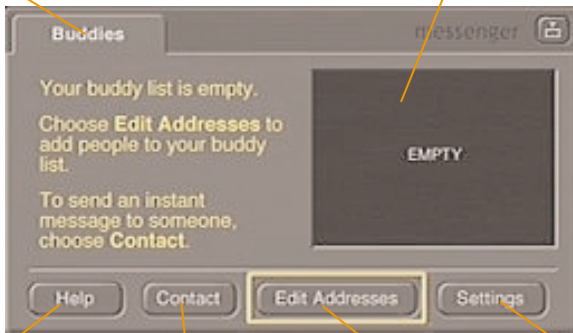
- 1 From the Home page, select Messenger, then press Return.
- 2 Select Use MSN Messenger Now, then press Return.

You can also get to the Messenger panel from any page in the Web world by pressing Options on your keyboard, then selecting messenger and pressing Return, or simply by pressing Cmd+Y on the keyboard.

The Messenger panel appears.

This tab tells you that you are viewing your buddy list.

See which of your buddies is currently connected and available for a conversation.



Get detailed instructions on using Messenger.

Start a conversation with someone who is not on your buddy list.

Open your Address book (to add a new buddy, for example).

Control who can contact you. See other Messenger settings.

- 3 To send a message to one of the people on your buddy list (see page 57 for more information), select a buddy from the list, then press Return.

To send a message to someone who is not on your buddy list, select Contact, then press Return. Then type that person's name and e-mail address.

- 4 Type your message in the box at the bottom of the Messenger panel.
- 5 To send the message, select Send, then press Return.

## Adding a buddy

The easiest way to send people an instant message is to add them to your buddy list. Once they're on your buddy list, you don't have to type their e-mail addresses each time you send them an instant message.

### > To add someone to your Address book and buddy list:

- 1 If you're not already using Messenger, press the Options key on your keyboard.

The Options panel appears.

- 2 Select messenger, then press Return.

The Messenger panel appears.

- 3 Select Edit Addresses, then press Return.

Your Address book appears.

- 4 Select Add, then press Return.

- 5 Type your friend's name and e-mail address, select Add, then press Return.

You can send instant messages to other MSN TV service members, or to computer users with certain e-mail accounts. The accounts that MSN Messenger recognizes include msn.com, webtv.net, and hotmail.com. If the address is for someone you can contact with MSN Messenger, an Instant Message Settings page appears.

- 6 Select (friend) is your buddy, select Continue, then press Return

A page appears, telling you that the person has been added to your buddy list.

- 7 Select Continue, then press Return.

Your Address book reappears, with the name and address you just entered.

- 8 Select Messenger, then press Return to return to MSN Messenger.

### > To add someone already in your Address book to your buddy list:

- 1 Choose Messenger from the Home page, then choose Address Book.
- 2 Go to the address of the person you want to add, then choose Change.
- 3 Choose Instant message settings, then follow steps 6–8 above.

When you add people to your buddy list, MSN Messenger sends them a buddy request, asking if they would like to exchange messages with you. Your buddy list shows them as Not Connected until they accept your buddy request. However, you can still contact them with MSN Messenger even though they don't appear to be connected.

## Responding to invitations to become a buddy

Just as you can invite other people to become your buddies, they can invite you to be on their buddy lists. When you are on someone's buddy list, that person can see when you are online and can send you instant messages. When you are invited to become a person's buddy, you can choose to accept or reject the invitation.

### > To respond to an invitation to become a buddy:

- 1 When someone adds you to their buddy list, a message appears on the bottom of your screen. To respond to the invitation, press the Options button on your keyboard.

The Options panel appears.

- 2 Select messenger, then press OK or Return.

The Messenger panel appears.

- 3 Select the tab labeled Buddy Request and press OK or Return.

- 4 To accept the invitation, select Allow, then press OK or Return.

You are added to the person's buddy list and they will be able to tell when you are connected to the MSN TV service.

Or, to decline the invitation, select Don't allow, then press OK or Return.

If you decline, you will not be added to that person's buddy list.

Another panel appears.

- 5 To put the sender on your buddy list, select Make Buddy and press OK or Return.

Or, if you don't want that person on your buddy list but still would like them to be able to send you messages, select Don't Make and press OK or Return.

## Controlling who can contact you

Just as you can send a message to anyone whose address you know, anyone who knows your address can send a message to you.

There are several ways to control who can send you an instant message:

- You can set it so everyone can send you messages.
- You can set it so only people in your buddy list can send you messages.
- You can prohibit specific individuals from contacting you.
- You can turn MSN Messenger off to stop all Messenger activity.

### > To control who can contact you using Messenger:

- 1 Press Options on your remote control or keyboard.

The Options panel appears.

- 2 Select messenger, then press OK or Return.

The Messenger panel appears.

- 3 Select Settings, then press OK or Return.

The Messenger Settings page appears.

- 4 Select one of the options from the right side of the page, then press OK or Return.

- To stop all Messenger activity, select Turn MSN Messenger Off, then press OK or Return.
- To choose whether you can be contacted by just your buddies or by anyone, select Change how available you are, then press OK or Return. Make your choice from the page that appears, select Continue, then press OK or Return.
- To see who you have blocked from sending you messages (see the next section), select See people you've blocked, then press OK or Return.

To prevent specific people from contacting you using MSN Messenger, you'll need to block them. The next section tells you how to do this.

## Blocking someone from sending you instant messages

If you receive a message from someone and you want to prevent that person from sending you more messages, you can do so by blocking them.

You cannot block someone who is on your buddy list. To prevent a buddy from sending you an instant message, you first have to remove him or her from your buddy list. See page 61.

### > To block someone from sending you instant messages:

- 1 When you receive a message from someone, you'll see a notice scroll across the bottom of the screen. Press **Options** on your keyboard.

- 2 Select messenger, then press **OK** or **Return**.

A page appears, displaying the message being sent to you.

- 3 Select **Block** from the Messenger panel, then press **OK** or **Return**.

A page appears allowing you to block the sender of the message being sent to you.

- 4 Select **Block**, then press **OK** or **Return**.

The person you blocked is no longer able to send you instant messages.

## Removing someone from your buddy list

To remove someone from your buddy list, you use the Address book.

> To remove someone from your buddy list:

- 1 Press the **Menu-Options** button on your remote control or the **Options** button on your keyboard.

The Options panel appears.

- 2 Select **messenger**, then press **OK** or **Return**.

The Messenger panel appears.

- 3 Select **Edit Addresses**, then press **OK** or **Return**.

Your Address book appears.

- 4 In the listing for the person you want to remove, select **Change**, then press **OK** or **Return**.

A Change Entry page appears.

- 5 Select **Instant message settings**, then press **OK** or **Return**.

- 6 Select (friend) is your Buddy and press **OK** or **Return** to remove the checkmark, then select **Continue** and press **OK** or **Return**.

A page appears telling you that the person you entered has been removed from your buddy list.

- 7 Select **Done**, then press **OK** or **Return**. Select **Done** again on the next screen.

Your Address book appears again.

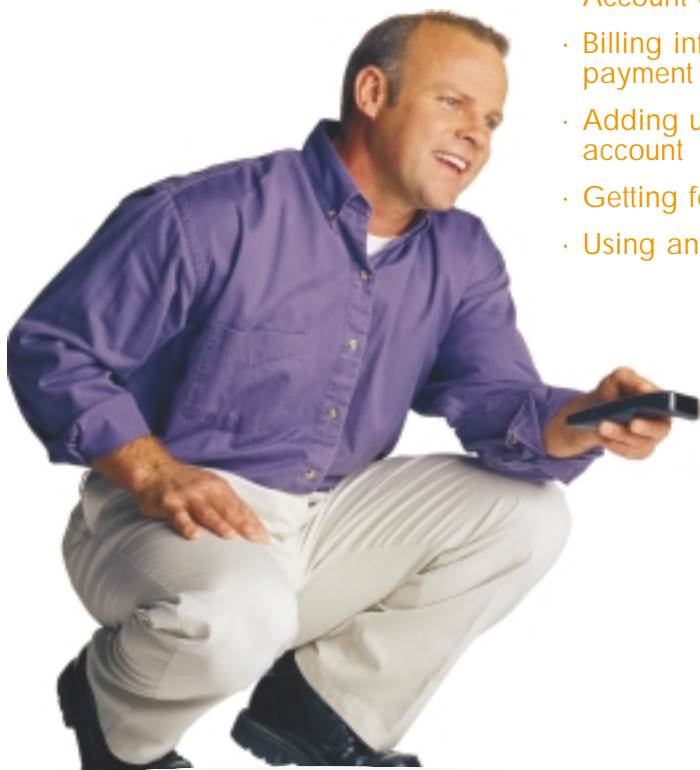
Once you have removed a person from your buddy list, you can block her or him from sending you instant messages as described on page 60.





YOUR MSN TV SERVICE

# ACCOUNT



- Account options
- Billing information and payment options
- Adding users to your account
- Getting feature updates
- Using an ISP

For your convenience, the MSN TV service provides tools for managing your account right from the Home page.

# ACCOUNT OPTIONS

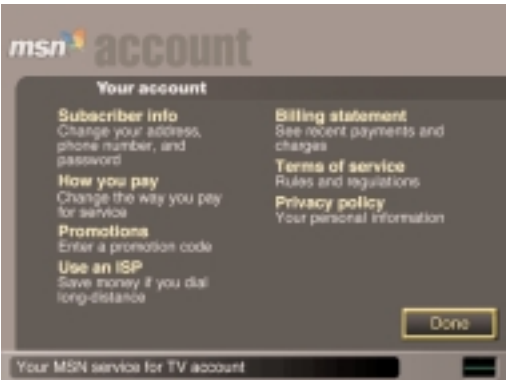
The Account option on your Home page gives you a way to get detailed information about the MSN TV service, your billing options, and your account. This is a convenient on-screen way to check when you are billed, how much you owe on your account, and so on.

> To view your account details or make changes to your payment method or your account information (address, phone number, etc.):

- 1 From the Home page, select Account, then press OK or Return.



The Your account page appears:



- 2 The available options are described. To go to one of the options, select it, then press OK or Return.

## BILLING INFORMATION AND PAYMENT OPTIONS

The monthly service charge covers your use of the MSN TV service. It does not cover the cost of anything you purchase online or charges for toll phone calls made to connect to the MSN TV service.

MSN TV service is available as a local call in most areas. In some areas, long distance telephone charges may apply. To check local access, call 1-800-469-3288.

### Viewing your billing statements online

You can see your current account status, recent charges, and payments online by going to the Billing Statement page from the Your account page.

> To see your billing statement:

- 1 From the Home page, select Account, then press OK or Return.
- 2 Select Billing statement, then press OK or Return.

### Payment options

> You have a choice of three payment methods. You can pay by using:

- a credit card  
VISA, MasterCard, Discover, and American Express cards are accepted.
- a debit card (also known as a bank card, ATM card, or check card)  
VISA and MasterCard debit cards are accepted.
- an automatic check payment  
This option automatically withdraws the charge from your checking account each month. A small monthly fee is added for processing the automatic payment.

You cannot pay for the MSN TV service by mailing monthly checks.

> To change your current payment method:

- 1 From the Home page, select Account, then press OK or Return.
- 2 Select How you pay, then press OK or Return.
- 3 Make a choice from the options presented.

## ADDING USERS TO YOUR ACCOUNT

You can have up to six users on each account at no extra charge. This includes the user who signed up for service initially — known as the *primary user* — plus five additional secondary users.

Each secondary user can have his or her own e-mail address, password, a separate list of Favorites, a separate name to use in chat rooms, and other personal settings.

**TIP:** The primary user can set up a child as a secondary user. By setting up a secondary account and password protecting the primary account, a parent can use SurfWatch™ and KidFriendly® technology child-protection features designed to make the Web a safer place for children.

> To add a new user to your account:

- 1 From the Home page, select **Switch User** from the options near the top of the page, then press **OK** or **Return**.

If this is the first time you have selected **Switch User**, a page appears, telling you about adding users to your account. Select **Add Users Now**, then press **OK** or **Return**.

- 2 From the Users page, select **Add User**, then press **OK** or **Return**.
- 3 Type the new user's first and last name, select **Continue**, then press **OK** or **Return**.
- 4 Follow the on-screen instructions to choose a user name, and set up the account (including the child-protection settings, if you wish) for this new user.

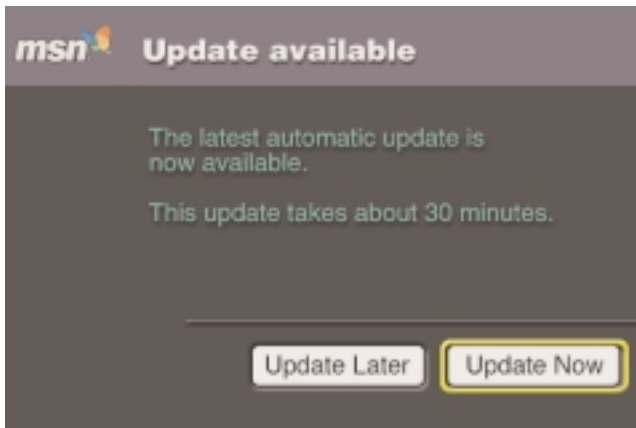
## UPDATES — GETTING THE LATEST FEATURES

We are always improving the MSN TV service. From time to time, free software updates are offered to you when you connect to the service. You may be also be offered an update the first time you turn on your Internet Receiver.

There may be a charge if you decide to purchase new, additional services that become available through a software update.

> To get the latest features:

- 1 **Select Update Now or Go Ahead when you see one of these notices, then press OK or Return.**



**NOTE:** As your MSN TV service is updated, you may see pages that have changed or you may have access to features that are not documented in this guide. While future improvements may render sections of this guide out of date, you can always get the latest instructions from the on-screen help available throughout the MSN TV service. See “Getting Help” on page 19.

## USING AN ISP TO CONNECT TO MSN TV SERVICE

Most people can connect to the MSN TV service using a local phone number. In some areas, however, local access phone numbers are not available and your Internet Receiver must dial a long-distance number to connect to the service. This results in charges to your phone bill each time your Internet Receiver connects to the MSN TV service. To check local access, call 1-800-469-3288.

If this is the case for your area, you see a message on your screen indicating that your Internet Receiver is about to make a toll call when you connect to the MSN TV service. If your Internet Receiver dials a long-distance ("toll") number to connect to the service, you might be able to save money by using a local Internet Service Provider (ISP) to connect.

> To view detailed on-screen help for using an ISP:

- 1 From the Home page, select Account, then press OK or Return.
- 2 Select Use an ISP, then press OK or Return.
- 3 Make a choice from the options presented.

Detailed help for signing up with an ISP appears on these pages.

When you use an ISP, your Internet Receiver calls the ISP's number instead of the MSN TV service number each time you connect. You get the same MSN TV service experience; the only differences are:

- The Internet Receiver dials a different (local) phone number.
- You are billed for both the MSN TV service and the ISP service.

If you use an ISP, you receive two bills each month — one from your ISP and one from us (which is discounted to compensate for the fact that you are dialing the service through your own ISP rather than using the MSN TV service's dial-up feature). You are responsible for both bills in order to maintain your MSN TV service account. Despite the fact that you will need to pay both the MSN TV service and the ISP service charges, it may cost you less than the long distance phone charges you would have to pay for dialing the MSN TV service directly.

You can find an ISP by looking in your local Yellow Pages under Internet services, computer on-line services, or similar listings. Or, once you have signed up for the MSN TV service, you can visit Web sites that list ISPs. If you haven't signed up for the MSN TV service yet, first go ahead and complete the sign-up process. During the sign-up process, the Internet Receiver uses a toll-free number.

> When calling an ISP, make sure it is compatible with the MSN TV service.

To be compatible with the MSN TV service, the ISP must:

- Provide at least one local phone number for connecting to their service from your calling area with a modem speed of at least 28.8 Kbps with V.34.
- Support both “PPP” and “PAP.”
- Offer a fixed-cost service.
- Offer technical support for connecting.
- Support the V.90 modem standard.

When setting up an account with an ISP, get the following information:

- The name of the ISP.
- The user name to use with your ISP (this may be different from your MSN TV service user name).
- Your ISP password (this may be different from your MSN TV service password).
- A local dial-up access phone number. A second, alternate dial-up number is also helpful in case the first number is ever busy.



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